

QUALITY OF SERVICE REPORT - NEW HAMPSHIRE

**FairPoint NNE  
Monthly Service Quality Report**

		Objective	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD Cum.
Installation of Service															
1 Percent Installation orders appointed w/in 3 days	2007														93.60
	2008	90%				91.56	89.12	92.33	96.16						92.29
2 Percent Meet Installation Appointments	2007														97.40
Company Reasons	2008	90%				98.71	99.12	98.51	97.9						98.56
3 Total Held Orders on Hand - Month end	2007														27
	2008	track				14	11	14	14						13
4 Held Orders over 30 days	2007	6/mo.													2
	2008	*30/25/20				1	2	0	2						1
4a Average Delay Days	2007														12.13
	2008					6.54	11.78	10.38	6.28						8.75
5 Number of installation orders	2007														16,432
	2008					12,868	16,676	13,722	11,628						13,724
5a Access Line Inward Movement per ALIS - located	2007														64,785
	2008					3,967	3882	4370	***						12,219
Company Accessibility															
6 % Toll & Assist answer time within 10 seconds	2007														3.0
average speed of answer (seconds)	2007														94.8
% Toll & Assist answer time within 10 seconds	2008					1.2	1.4	1.5	5.4						2.4
average speed of answer (seconds)	2008					98	97.5	97.2	95.7						97.1
% Toll & Assist answer time within 10 seconds															
7 % Directory Assistance answer within 10 sec.	2007														3.7
average speed of answer (seconds)	2007														92.6
% Directory Assistance answer within 10 sec.	2008					2.7	2.1	2.1	2.2						2.3
average speed of answer (seconds)	2008					95.6	97.7	97.9	96.5						96.9
% Directory Assistance answer within 10 sec.															
8 % Repair Service answer within 20 sec.	2007														5.0
average speed of answer	2007														86.9
% Repair Service answer within 20 sec.	2008					7.0	5	6.2	7.1						6.3
average speed of answer	2008					93.00	92.3	85	80.3						87.7
% Repair Service answer within 20 sec.															
8a % of calls to a repair number that are abandoned	2007														1.4%
	2008					1.4%	1.3%	1.6%	1.4%						1.4%
Network Call Completion															
11 Peak Period Central Office Performance	see separate report														
Customer Trouble Reports															
12 Total Report Rate including subsequents	2007														1.85
	2008	2				1.25	1.17	1.97	2.51						1.73

QUALITY OF SERVICE REPORT - NEW HAMPSHIRE

12a See Attachment 1 for list of exchanges >2.5

13 Percent Out of Service Cleared within 24 hours (Sundays excluded)		2007						68.86
	North	2008		85.07	85.16	69.26	60.40	74.97
	South	2008		86.53	85.17	88.80	71.04	82.89
	Ttoal	2008		85.75	85.17	76.76	64.92	78.15
14 # of Out of Service Cleared within 24 hours		2007						4,751
	North District	2008		1,808	1,727	2,829	2,815	2,295
	South District	2008		1,613	1,375	2,314	2,565	1,967
	Total	2008	track	3421	3102	5143	5380	4,262
15a Average Completion Time for Repairs (hours)		2007	track					24.58
		2008	*27/25	16.23	17.04	20.25	24.02	19.39
15b Estimated Average Complition Time for Repair (hours) (Sundays excluded)		2007						21.30
		2008		14.02	14.97	16.88	20.80	16.67
16 Percent met repair appointments		2007						79.71
	North	2008		87.80	88.43	83.77	82.46	85.62
	South	2008	90%	89.41	87.76	89.47	82.12	87.19
	total	2008	* 78/80	88.61	88.10	86.62	82.30	86.41
ALIS		2,007						517,135
		2,008		470,222	464,350	456,916	***	463,829

\*\*\* - FairPoint access to this information has been removed and we are working to regain access to this information. Updates will be made when access is restored.

Jan 2008	Feb 2008	Mar 2008	April 2008	May 2008	June 2008	July 2008	Aug 2008	Sept 2008	Oct 2008	Nov 2008	Dec 2008
			Hampstead	Pelham	Deerfield	Deerfield					
			Pelham	Rye Beach	New Boston	Bedford					
			Sunapee	Glendale	Milford	Candia					
			Belmont	Errol	Barrington	New Boston					
			Rumney	Franconia	Milton Mills	Goffstown					
					New Market	Raymond					
					Rye Beach	Atkinson					
					Seabrook	Hampstead					
					Westmoreland	Pelham					
					Cannan	Salem					
					Enfield	Milford					
					Hanover	Barrington					
					Sunapee	Epping					
					Lyme	Kingston					
					Greenville	Milton					
					Suncock	Milton Mills					
					Danbury	Newmarket					
					Ashland	Rye Beach					
					Belmont	Seabrook					
					Center Harbor	Durham					
					Center Ossipee	Portsmouth					
					Center Sandwich	Wolfeboro					
					Merideth	Westmoreland					
					Rumney	Marlow					
					Tamworth	Lebanon					
					Warren	Cannan					
					Bethlehem	Fitzwilliam					
					Colebrooke	Hanover					
					Errol	Walpole					
					Franconia	Sunapee					
					Jefferson	Lyme					
					Lancaster	Charlestown					
					Lisbon	Harrisville					
					Milan	Alstead					
					N. Stratford	Sullivan					
					Pike	Newport					
					Pittsburg	Greenville					
					Whitefeild	Rindge					
					Littleton	Tilton					
					Plymouth	Pittsfield					
					Groveton	Bristol					
						Penacook					
						Danbury'					
						Canterbury					
						Franklin					
						Northwood					
						Ashland					
						Belmont					
						Center Harbor					
						Center Ossipee					
						Glendale					
						Meredith					
						Rumney					
						Tamworth					
						Weirs Beach					
						Colebrook					
						Errol					
						Franconia					
						Lisbon					
						Milan					
						Pittsburg					
						Whitefield					
						Woodsville					


Held Orders > 30 days

Attachment 2  
Item 4

Jan 2008	Feb 2008	Mar 2008	April 2008 Candia	May 2008 Candia Concord	June 2008 Somersworth Fitzwilliwms Raymond Nashua	July 2008 Madison Raymond	Aug 2008	Sept 2008	Oct 2008	Nov 2008	Dec 2008
-------------	-------------	-------------	-------------------------	----------------------------------	--	------------------------------------	-------------	--------------	-------------	-------------	-------------